



Emergency Preparedness, Post-Storm After Action Report and Resulting Regulatory Initiatives

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Storms Irene & Alfred Risk Communication

- 💧 Pre-storm notice – Boil Water Advisory SOP, forecasts, other storm advisories
- 💧 Governor's Office – system status, twice per day
- 💧 Storm Response - messages
 - 💧 Press releases, phone calls, conference calls, EPA assistance
 - 💧 Web-site, emails and Everbridge
- 💧 DWS staff response – 24/7 availability
 - 💧 DPH ECC
 - 💧 State Armory SEOC

Storm Irene August 2011

- 💧 137 small Community Public Water Systems (CWS) on Boil Water Advisory (30% of small CWS)
- 💧 16,624 people affected
- 💧 99% of CT Residents retained their CWS service
- 💧 Majority of large CWS on shoreline lost street power, however operations not affected due to emergency power capacity, street power restored in a few days, flooding had little effect
- 💧 Isolated storm damage – water main washout, isolated flooding issues, no real facility access problems



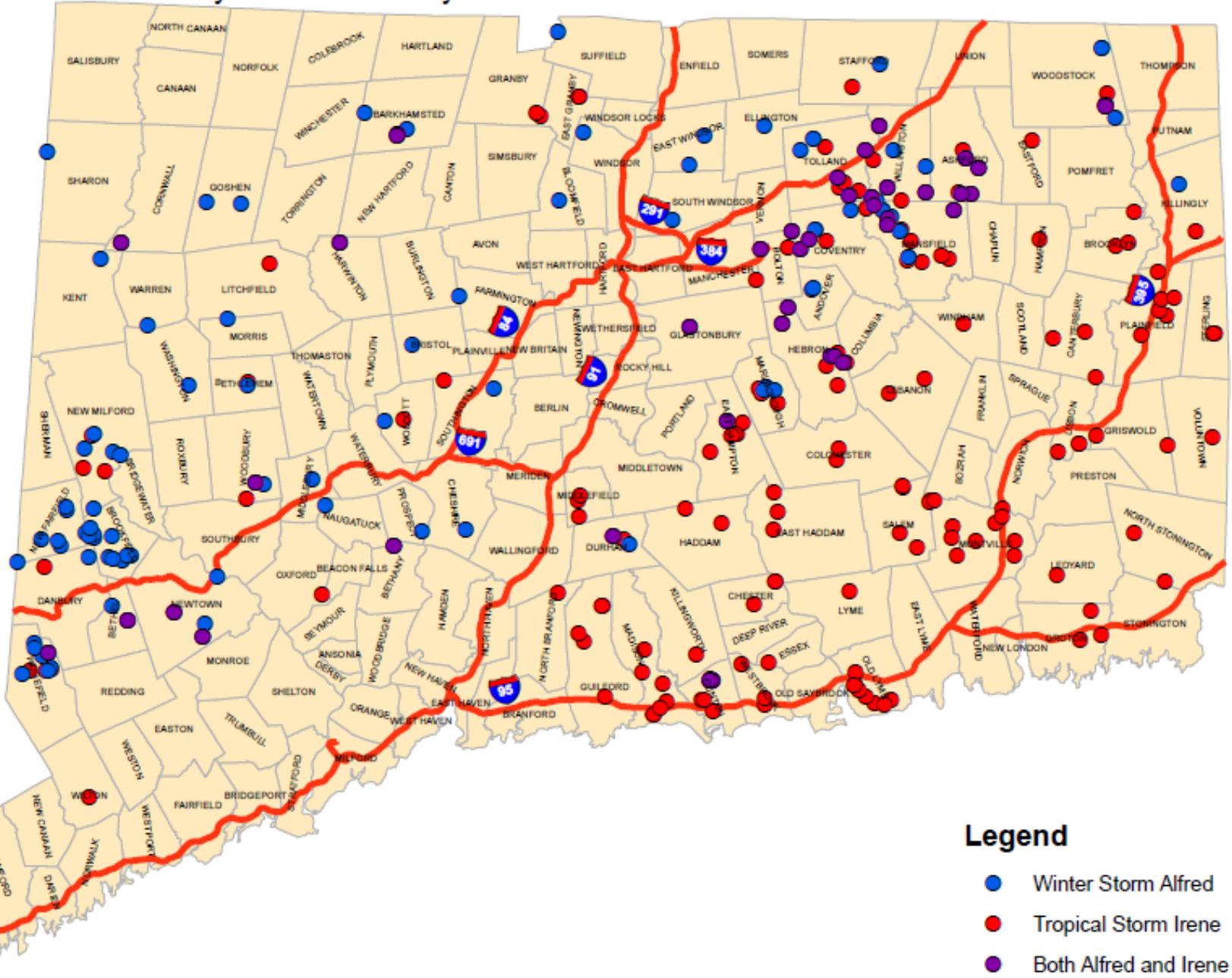
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Storm Alfred October 2011

- 💧 121 small CWS on Boil Water Advisory (26% of small CWS)
- 💧 20,212 people affected
- 💧 98% of CT Residents retained their community public water service
- 💧 Majority of large CWS along and north of I-84 lost street power, however operations not affected due to emergency power capacity, street power restored slowly some large CWS without street power for 8 to 9 days
- 💧 Some facility accessibility issues and communication/unable to report status scenarios

Community Public Water Systems that were on Boil Water Advisories



- ### Legend
- Winter Storm Alfred
 - Tropical Storm Irene
 - Both Alfred and Irene



DWS After Action Report

- 💧 Revisions to the Boil Water Advisory SOP
- 💧 WebEOC Waterboard - >1000 CWS
- 💧 Communication, Communication, Communication
 - 💧 directly with LHD and PWS early and often
 - 💧 messages prepared, reviewed and sent quickly
 - 💧 Assure correct emergency contact information
- 💧 Organization
 - 💧 DWS ICS structure>DPH ECC>SEOC
 - 💧 Frequent training for multiple staff
 - 💧 Coverage – weekends, nights, etc.

DWS After Action Report

- 💧 Small CWS Emergency Planning
 - 💧 Asset management/Capacity Development
 - 💧 Emergency Response Plans/Contacts
 - 💧 Sanitary Survey focus
- 💧 CtWARN support and expanded membership
- 💧 ALL CWS should know who and how to contact their EMDs!!
- 💧 Outreach and Training – Internal and External
 - 💧 Certified Operator training curriculum
 - 💧 ICS/NIMs training
- 💧 Data management absolutely critical for DWS
- 💧 Partnerships with all sectors and stakeholders – power companies, public works, DOHs, EMDs, etc.



Superstorm Sandy October 2012

- 💧 109 small CWS on Boil Water Advisory (24% of small CWS)
- 💧 14,740 people affected
- 💧 99% of CT Residents retained their community public water service
- 💧 After Action Review process initiated internally and externally – future DWESAC meeting
- 💧 Improved coordination between PWS and electrical utilities, DEMHS, Regional Coordinators, EMDs
- 💧 Pre-storm messaging from PWS
- 💧 Storm surge a big concern – some SLOSH sources but many distribution facilities/mains



Resulting Regulatory Initiatives

- 💧 Emergency generators at small CWS
 - 💧 Draft regulations
- 💧 DWSRF loan program for generators